VDSS System Statistics from September 2004

APECS

System Statistics

Month	Active Cases	Active Customers	Total Cases	Total Customers
January '03	366,836	1,006,269	855,878	1,979,327
February '03	366,300	1,005,095	860,086	1,990,982
March '03	366,198	1,004,593	864,800	2,004,038
April '03	364,020	999,565	869,553	2,017,204
May '03	362,177	995,251	874,291	2,030,326
June '03	361,558	993,546	878,990	2,043,342
July '03	360,729	989,963	883,982	2,058,368
August '03	359,776	989,112	888,525	2,070,950
September	358,678	987,054	892,813	2,082,827
October '03	358,961	988,015	898,098	2,097,465
November '03	359,301	988,724	902,224	2,108,893
December '03	359,027	987,939	906,514	2,120,776
January '04	358,679	978,206	910,703	2,132,378
February '04	359,466	988,559	915,387	2,145,352
March '04	360,549	990,878	920,687	2,160,033
April '04	361,501	993,504	925,600	2,173,643
May '04	362,095	994,771	930,084	2,186,062
June '04	363,330	997,782	934,954	2,199,551
July '04	364,218	999,677	940,050	2,213,667
August '04	364,132	999,217	945,426	2,231,557
September '04	362,131	994,458	950,670	2,246,081

ELIGIBILITY SERVICES (ADAPT)

APPLICATIONS

Application Release Statistics

October 2004 release

SR #	Program Area Affected	Request Title	Current Status
65	Food Stamps	Emergency EBT Food Stamp Issuance	User Acceptance

83	Food Stamps	Begin and End Dating Simplification	Closed
127	Benefit Programs	PARIS Match Reports	Closed
262	Medicaid	40 Quarters	User Acceptance
401	Benefit Programs	Immediate Demographics Files	Closed
453	Division of Information Systems	LU6.2 replacement	System Integration
457	Quality Control	Assistant Director, Quality Management	Closed
496	Benefit Programs	Statement of Facts	Closed
502	Benefit Programs	FNS 366B Report	Closed
505	EBT	New Monthly EBT Reports	Closed
508	Food Stamps	October 2004 FS Mass Change	Closed
511	Energy Assistance	Fuel Crisis Start up	Closed
515	Benefit Programs	FNS 256 on line	Closed
529	Benefit Programs	Locality grouping change	Closed
544	Energy Assistance	System Access Control Limitations	Development
552	Benefit Programs	Add email address to ADAPT	User Acceptance

December release

SR #	Program Area Affected	Request Title	Current Status
59	Food Stamps	Claim Balance Adjustment	User Acceptance
70	Medicaid	Statistical Reports	Development
86	Food Stamps	Move FS Claims Track Sys into ADAPT	User Acceptance
311	TANF	TANF Direct Deposit	System Integration
323	Food Stamps	Interim Report for 24 Month Cert Periods	General Design
421	Benefit Programs	Intranet Link	Hold
439	TANF	FEP	User Acceptance
456	Quality Control	Assistant Director, Quality Management	Hold
507	TANF	Reissue TANF checks that include TMP payments	Hold
509	Medicaid	Medicaid Notice of Action Enhancement	Development
516	Energy Assistance	Modify Pre-approval processes	Closed
517	Energy Assistance	Prohibit payment to Vendor 888888	Estimation
518	Food Stamps	Interim reporting changes	System Integration
534	Benefit Programs	VA Beach DSS Name Change	Closed
540	Benefit Programs	Common Client ID	Technical design
541	TANF	Learnfare Web-Based System	Estimation
549	FS categories	FS categories	User Requirements
558	Benefit Programs	Automate SSA/SSI mass change notices	Estimation
572	Food Stamps	Disaster Preparation	SC Review

DRAFT April 2005 release:

SR #	Program Area Affected	Request Title	Current Status
96	Medicaid	DCSE Referral	Hold
113	Benefit Programs	ADAPT Multi-systems Inquiry Capability	Hold
327	Benefit Programs	Renewal Dates	Hold
372	Benefit Programs	WOTC	General Design
461	Medicaid	In-kind, educ., interest income exempted	Estimation
524	EBT	EBT Reports Monitoring	Estimation
525	Benefit Programs		Estimation
553	Benefit Programs	Interim Report Notice Revisions	Hold
556	Medicaid	Enhance FAMIS Automation	Estimation
568	Benefit Programs	TANF Federal Report Clean Up	User Acceptance
573	Medicaid	Medicaid screen display corrections	Estimation
574	Food Stamps	School Lunch direct enrollment	Estimation
575	Energy Assistance	Automate Non Exchange Vendor Proc	Estimation
576	Energy Assistance	Cooling Start Up	Estimation
577	Energy Assistance	Modify Exchange Process	Estimation
578	Energy Assistance	New Data Elements Cooling	Estimation
579	Benefit Programs	Consultation on VACIS Migration	Estimation
582	Food Stamps	VNAN Application	Estimation
583	TANF	Correct TMP process	Estimation
584	Benefit Programs	Electronic Case Transfer (CPU/DSS)	Estimation

The following presents our monthly statistics along with previous months to provide a better trend analysis.

Month	Total Active Clients	Active TANF	Active FS	Active MC	Unique Active Clients	Total Clients	Active Cases	Total Cases
Mar-03	550,243	78,602	382,273	89,368	441,450	1,422,780	203,487	649,543
Apr-03	579,389	79,440	386,896	113,053	457,321	1,440,836	208,435	657,455
May-03	602,337	79,434	386,157	136,746	467,409	1,458,151	212,866	665,418
Jun-03	623,600	79,986	389,816	153,798	478,764	1,475,975	217,975	673,197
Jul-03	650,683	81,611	395,395	173,677	492,274	1,496,195	223,329	682,239
Aug-03	680,240	82,512	401,402	196,326	em506,122	1,515,908	228,530	690,804
Sep-03	705,464	83,881	407,397	214,186	517,660	1,535,568	233,933	699,164
Oct-03	734,919	84,795	414,214	235,910	533,452	1,558,842	240,876	709,641
Nov-03	765,476	85,164	425,999	254,313	552,529	1,577,856	247,982	717,735
Dec-03	792,615	86,076	432,422	274,157	566,584	1,598,168	251,496	725,921
Jan-04	820,855	86,229	435,972	298,654	568,275	1,619,739	258,513	735,845
Feb-04	847,726	85,493	437,036	325,197	582,320	1,649,083	263,643	744,067
Mar-04	898,187	86,755	445,356	366,076	609,545	1,667,442	274,550	755,989
Apr-04	937,814	87,223	451,393	399,198	630,416	1,690,977	281,471	765,813
May-04	964,392	86,913	454,051	423,428	645,556	1,712,222	286,361	774,653
Jun-04	986,366	87,449	459,171	439,746	659,130	1,735,068	291,957	784,233
Jul-04	1,009,634	89,362	466,004	454,268	670,293	1,758,416	296,247	794,124
Aug-04	1,021,469	90,177	467,756	463,536	676,288	1,778,744	298,676	802,603
Sep-04	1,033,251	90,901	470,251	472,099	682,004	1,799,238	300,900	811,198

OASIS

Case/Client Statistics (as of August 2003)

Functional Groupings	Total Cases	Active Cases	Total Clients	Active Clients
Production Oasis - Referrals	102,097	3,875	NA	14,900
Production Oasis - Cases	48,279	14,758	409,880	63,533
Archive Oasis - Referrals	162,999	NA	553,740	NA
CANIS Log	985,734	12,436	985,734	12,436
ARRIS	126,036	6,381	269,055	12,931
Resources	34,030	23,554	52,358	32,596
Staff/Organizational	708	505	4,628	2,761
Central Registry - CPS	NA	NA	23,593	NA
Central Registry - CANIS	NA	NA	91,464	NA
TOTAL:	1,541,081	62,346	2,652,280	141,467
Central Registry:			115,057	

(Total Count – unique perpetrators)

NETCENTRIC SYSTEMS AND PLATFORMS

Region	Work Orders Closed	Work Orders Open*
Central	141	18
Eastern	63	8
Northern	61	23
Piedmont	73	6
Western	54	6
Desktop Support	306	26
Grand Total	**698**	**87**

indicates w/o open on the 1st of the month

OPERATIONS

Customer Call Center Total Calls Per Month For Group - 2004													
Group Name	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total

													Total
Administration	15	23	18	22	14	92	17	14	3				218
Agency Web Dev.	4	3	3	5	3	2	8	3	3				34
APECS Functional	2	5	5	1	3	17	3	4	2				42
APECS Technical	34	15	31	26	28	33	34	30	34				265
Asset Management	9	10	5	5	4	6	0	1	0				40
Benefits Program	3	5	3	1	1	1	7	5	1				27
Break/Fix	40	45	73	60	76	46	53	79	79				551
CA Cash Assistance	0	0	0	0	0	0	3	3	0				6
Citizens' Services	690	1072	822	1674	1035	1940	2142	1723	1214				12312
CNST Central	37	109	144	128	154	152	99	128	163				1114
CNST Eastern	59	70	75	64	57	66	69	66	73				599
CNST Northern	48	71	94	73	52	74	99	93	80				684
CNST Piedmont	40	46	47	96	64	84	68	62	76				583
CNST Western	15	25	13	30	24	30	22	31	53				243
Customer Care	3539	3427	3,574	3640	3265	3746	4,387	3472	3830				32880
Data Warehouse	7	18	13	6	7	5	5	5	10				76
Database Admin.	3	2	4	4	0	2	1	1	2				19
DCSE Asset Mgmt	1	0	0	1	0	1	1	1	2				7
Desktop Support	285	300	303	333	276	276	288	276	332				2669
Distribution	1	1	1	0	0	1	0	1	1				6
EA Energy Assistance	213	180	146	23	9	64	110	44	9				798
EBT CAPS	22	20	20	21	6	4	2	4	2				101
EBT Functional	5	9	11	16	8	7	5	4	46				111
EBT Outage	0	0	3	1	3	1	0	7	4				19
Eligibility Services	433	420	488	590	426	553	961	656	565				5092
E-mail Group	17	13	15	9	11	9	11	8	6				99
FAAS	11	4	17	1	9	4	12	4	2				64
FDTS Fraud	1	1	2	0	2	0	0	1	3				10
FS Food Stamps	0	0	0	0	0	0	29	71	49				149
General Services	0	0	1	0	0	0	0	0	0				1
ICAL Group	1	2	1	0	3	0	3	2	2				14
Information Security	77	88	119	113	124	132	312	160	168				1293
Internet App. Develop	1	31	0	0	0	0	0	0	0				32
LAN Unit	41	31	22	29	35	26	26	28	20				258
Laser	6	18	8	10	12	7	2	3	4				70
Local Team Pilot	0	0	0	0	0	0	72	185	128				385
MD Medicaid	0	0	0	0	0	0	1	0	0				1
Medicaid	14	3	15	16	13	6	4	3	4				78
Netcentrics Platform	8	5	5	7	8	6	5	15	10				69
OASIS	324	393	494	444	432	554	570	501	592				4304
Operations	14	17	32	19	26	23	30	24	16				201
Ops Reports	3	0	1	0	0	0	3	1	0				8
Project Central	0	0	0	0	0	0	0	0	0				0
Project Tracking	0	0	0	0	0	0	0	0	0				0
Q5i Functional Group	0	0	1	0	0	0	0	0	0				1
Q5i Technical Group	0	0	3	1	0	0	0	27	0				31
Software Purchasing	5	19	16	17	24	10	14	27	22				154
SR Tracking	1	0	0	0	0	0	0	0	0				1
Tapers	0	0	0	0	0	0	0	0	0				0

Telecommunications	6	4	43	30	43	43	49	25	29				**272**
TOTAL	**6035**	**6505**	**6691**	**7516**	**6257**	**8038**	**9527**	**7798**	**7639**				**65991**

Numbers reflect grand total of all open and closed calls received for the group for the month

Customer Care Center Group numbers reflect helpdesk tickets as well as work orders

Oasis Technical Group numbers reflect helpdesk tickets as well as work orders

Citizens' Services Group (Commissioners' Office/Communications) numbers reflect helpdesk tickets ONLY

All other group numbers reflect work orders ONLY received for the group for the month